

## **Practitioner Priority Service Fact Sheet**

### **What is Practitioner Priority Service?**

- ◇ A toll free, accounts service for all tax practitioners, nationwide.
- ◇ Practitioners' first point of contact for account-related issues.
- ◇ Replaces Practitioner Hotline service.

### **How will Practitioner Priority Service operate?**

- ◇ Hours of service will be 7:30 a.m. to 5:30 p.m. local time (with the exception of Alaska and Hawaii, which will be Pacific Time), weekdays.
- ◇ 80% Level of Service objective.
- ◇ It will operate out of the five campus sites:
  - Brookhaven, NY
  - Cincinnati, OH
  - Memphis, TN
  - Ogden, UT
  - Philadelphia, PA
- ◇ Calls will be routed to a designated site based on the practitioner's area code.
- ◇ Each site will handle both individual and business inquiries
- ◇ Issues outside the scope of the employee's authority will be priority routed to other IRS functions.

### **When will Practitioner Priority Service begin?**

- ◇ Start date January 2, 2002
- ◇ It will be rolled out in three phases at 45-day intervals (see attachment A)
  - January 2, 2002
  - Feb 18, 2002
  - April 1, 2002

### **How will the transition to Practitioner Priority Service occur?**

- ◇ On the start date of each phase, the following will take place:
  - Designated Practitioner Priority Service telephone and fax numbers will be discontinued and a message will provide callers with the new toll-free number.
  - Designated states/area codes will begin using the new toll-free number.
- ◇ A listing of the discontinuing telephone numbers and the states/area codes affected in each phase will be provided to practitioners through the IR Web and a comprehensive communication package developed especially for practitioners.

### **What are the benefits of Practitioner Priority Service?**

- ◇ This service will be toll-free.
- ◇ Improvement in the overall consistency and quality of service to practitioners.
- ◇ Practitioners will receive a higher level of service.
- ◇ Employees answering these calls will receive specialized training to handle practitioner issues.

### **What is the new toll-free number?**

- ◇ **1-866-860-4259**